

Najib Hassan

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Professional Summary

Microsoft-certified Power Platform and Dynamics 365 Functional Consultant with more than four years' experience analysing business needs and delivering practical, supportable solutions. Experienced in model-driven Power Apps, Dataverse, Dynamics 365, Power Automate and Power BI, with strong capability across requirements workshops, functional design, configuration, testing, release management and operational support. Works independently across business and technical teams to resolve issues, document decisions and take solutions through deployment and stabilisation.

Experience

BlueLight CRM - London, UK

Nov 2025 - Present

Functional Consultant

National professional membership organisation - UAT, go-live and stabilisation

- Delivered functional configuration across a Dynamics 365-based CRM covering membership, events and finance, supporting the programme from UAT through production go-live and post-go-live stabilisation.
- Designed and configured automated membership-renewal communications in Dynamics 365 Customer Insights - Journeys, using event triggers, dynamic segments and Power Automate-driven personalisation.
- Diagnosed and coordinated fixes for cross-system issues spanning the organisation's website, CRM, Direct Debit processing and finance platform, including order-processing conflicts and invoice-synchronisation failures.
- Managed solution deployments across Development, UAT and Production, resolving unmanaged layers and solution import failures while strengthening ALM and release controls.
- Co-designed and delivered a 30-session system training programme and produced handover, support and risk-management documentation to support user adoption and transition into BAU.

Professional membership organisation - discovery, design and implementation

- Lead the functional workstream for a Dynamics 365 CRM and Umbraco implementation, progressing the engagement from discovery into design and build.
- Performed fit-gap and requirements-traceability analysis across an extensive requirements set, mapping business needs to platform capabilities and appropriate delivery approaches.
- Prepared structured discovery workshops and translated RFP requirements into clear functional decisions across the CRM and member portal workstreams.

TTEC Digital - London, UK

Jan 2023 - Oct 2025

Associate Technical Consultant

- Led stakeholder requirements workshops for a multinational manufacturer replacing a legacy Microsoft Access quotation tool with a Dynamics 365 Sales CPQ solution.
- Translated business requirements into functional design documents and end-to-end process flows for a complex, high-volume product catalogue with multilingual quotations and three-level approval workflows.
- Supported migration of the legacy quotation process into Dynamics 365 and Dataverse, contributing to 95% user adoption within three months.
- Designed Power Automate workflows and collaborated with technical teams on SAP integration and Power BI reporting, ensuring the solution remained aligned with business requirements.
- Led UAT feedback cycles, defect clarification and end-user and train-the-trainer sessions to support go-live readiness and long-term adoption.

OneTrust - London, UK

Jan 2022 - Oct 2022

Technical Implementation Consultant

- Led complex technical implementations for large enterprise clients, ensuring projects adhered to scope and timelines while achieving successful outcomes.
- Conducted workshops to gather client requirements and document data flows.
- Created, debugged and tested API integrations with Salesforce and Marketo using OAuth 2.0, REST, JavaScript and HTML.
- Taught Expert Privacy Certification courses on the OneTrust Consent and Preferences module, ensuring privacy notices were designed and implemented in accordance with GDPR requirements.
- Collaborated with internal teams to address product bugs and propose enhancements, supporting continuous improvement.

Education

Master of Engineering, Mechanical Engineering. Upper Second Class Honours (2:1)

University of Surrey - Guildford, Surrey.

Skills

Power Platform: model-driven Power Apps, Dataverse, Power Automate, Power Pages and Power BI

Dynamics 365: Dynamics 365 Sales, Customer Service and Customer Insights - Journeys

Business Analysis and Delivery: Requirements workshops, process analysis, fit-gap assessment, functional design, configuration, UAT, documentation and user training

Integration and Operations: Azure Logic Apps, RESTful APIs, OAuth 2.0, ALM, release management, troubleshooting and post-go-live support

Certifications

Power Platform Functional Consultant Associate (PL-200) | Azure Fundamentals (AZ-900) | Power Platform Fundamentals (PL-900)